



## **STATE OF COLORADO**

### **CLASS SERIES DESCRIPTION**

**July 1, 2000**

#### **DINING SERVICES**

**D8C1TX TO D8C5XX**

#### **DESCRIPTION OF OCCUPATIONAL WORK**

This class series uses five levels in the Labor, Trades, and Crafts Occupational Group and describes work in food handling and serving or skilled cooking, baking, or meatcutting. This series includes food handling positions and production positions. Food handling positions wash, peel, seed, and cut vegetables, fruits, and garnishes; serve food, weigh and measure portions, or wait tables; arrange tables and decorations; wash dishes and clean and sanitize equipment, work surfaces, and kitchen and dining areas; store food according to safe temperature and handling requirements. Food production positions prepare, season, cook or bake the full range of menu food items; regulate oven and equipment temperatures; measure and mix ingredients; observe and test food quality; plan nutritional menus, determine quantity and order food; cut, trim, bone, tie, and grind meats; and clean and cut fish and poultry.

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#### **DINING SERVICES I**

**D8C1TX**

#### **CONCEPT OF CLASS**

This class describes the full-operating food handler. Positions operate independently in performing the full range of food service tasks and problem solving. The assignment is clearly defined so the position follows established work procedures. Positions operate within standard guidelines and alternatives that are known and any deviation from such requires prior approval. Many assignments do not move beyond this level.

#### **FACTORS**

**Allocation must be based on meeting all of the four factors as described below.**

**Decision Making--**The decisions regularly made are at the defined level, as described here. Within limits prescribed by the operation, choices involve selecting alternatives that affect the manner and speed with

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which tasks are carried out. These choices do not affect the standards or results of the operation itself because there is typically only one correct way to carry out the operation. These alternatives include independent choice of such things as priority and personal preference for organizing and processing the work, proper tools or equipment, speed, and appropriate steps in the operation to apply. By nature, the data needed to make decisions can be numerous but are clear and understandable so logic is needed to apply the prescribed alternative. Positions can be taught what to do to carry out assignments and any deviation in the manner in which the work is performed does not change the end result of the operation.

**Complexity** -- The nature of, and need for, analysis and judgment is prescribed, as described here. Positions apply established, standard guidelines which cover work situations and alternatives. Action taken is based on learned, specific guidelines that permit little deviation or change as the task is repeated. Any alternatives to choose from are clearly right or wrong at each step.

**Purpose of Contact** -- Regular work contacts with others outside the supervisory chain, regardless of the method of communication, are for the purpose of exchanging or collecting information with contacts. This involves giving learned information that is readily understandable by the recipient or collecting factual information in order to solve factual problems, errors, or complaints.

**Line/Staff Authority** -- The direct field of influence the work of a position has on the organization is as an individual contributor. The individual contributor may explain work processes and train others. The individual contributor may serve as a resource or guide by advising others on how to use processes within a system or as a member of a collaborative problem-solving team. This level may include positions performing supervisory elements that do not fully meet the criteria for the next level in this factor.

## **DINING SERVICES II**

D8C2XX

### **CONCEPT OF CLASS**

This class describes the second level in Dining Services. At this level positions function as either a production assistant or a workleader over food handling positions. Although positions carry out defined work procedures and processes, judgment is required on an ongoing basis to select the most appropriate technical guidelines and adapt them to accomplish the tasks. Positions continually determine practical solutions to problems by applying specific processes, techniques, and methods. The work leader exercises some control over the continual work product. Some assignments will not move beyond this level. This class differs from Dining Services I on Complexity, Purpose of Contact, and possibly Line/Staff Authority.

### **FACTORS**

**Allocation must be based on meeting all of the four factors as described below.**

**Decision Making** -- The decisions regularly made are at the defined level, as described here. Within limits prescribed by the operation, choices involve selecting alternatives that affect the manner and speed with which tasks are carried out. These choices do not affect the standards or results of the operation itself because there is typically only one correct way to carry out the operation. Alternatives include independent

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choice of such things as priority and personal preference for organizing and processing the work, proper tools or equipment, speed, and appropriate steps in the operation to apply. By nature, the data needed to make decisions can be numerous but are clear and understandable so logic is needed to apply the prescribed alternative. Positions can be taught what to do to carry out assignments and any deviation in the manner in which the work is performed does not change the end result of the operation.

**Complexity** -- The nature of, and need for, analysis and judgment is patterned, as described here. Positions study technical information to determine what it means and how it fits together in order to get practical solutions to problems and tasks. Guidelines in the form of specified processes, techniques, and methods exist for most situations. Judgment is needed in locating and selecting the most appropriate of these guidelines which may change for varying circumstances as the task is repeated. This selection and interpretation of guidelines involves choosing from alternatives where all are correct but one is better than another depending on the given circumstances of the situation.

**Purpose of Contact** -- Regular work contacts with others outside the supervisory chain, regardless of the method of communication, are for the purpose of any of the following:

Exchanging or collecting information with contacts. This involves giving learned information that is readily understandable by the recipient or collecting factual information in order to solve factual problems, errors, or complaints.

Detecting, discovering, exposing information, problems, violations or failures by interviewing or investigating where the issues or results of the contact are not known ahead of time.

Advising, counseling, or guiding the direction taken to resolve complaints or problems and influence or correct actions or behaviors.

**Line/Staff Authority** -- The direct field of influence the work of a position has on the organization is as an individual contributor or work leader. The individual contributor may explain work processes and train others. The individual contributor may serve as a resource or guide by advising others on how to use processes within a system or as a member of a collaborative problem-solving team.

**OR**

The work leader is partially accountable for the work product of two or more full-time equivalent positions, including timeliness, correctness, and soundness. At least one of the subordinate positions must be in the same series or at a comparable conceptual level. Typical elements of direct control over other positions by a work leader include assigning tasks, monitoring progress and work flow, checking the product, scheduling work, and establishing work standards. The work leader provides input into supervisory decisions made at higher levels, including signing leave requests and approving work hours.

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**DINING SERVICES III**

D8C3XX

**CONCEPT OF CLASS**

This class describes the full-operating food production level or the supervisor over food handling positions. Although positions follow established work processes, they have the authority to determine the procedures required to accomplish the work. Positions use judgment on an ongoing basis to select the most appropriate technical guidelines and adapt them to develop work procedures that accomplish the tasks. The supervisor is responsible for a work unit including accountability for the use of equipment, space, and resources. Supervisors in this class directly control the work of assigned staff and determine the work procedures for the unit. Some assignments will not move beyond this level. This class differs from the Dining Services II on Decision Making and possibly Line/Staff Authority.

**FACTORS**

**Allocation must be based on meeting all of the four factors as described below.**

**Decision Making** -- The decisions regularly made are at the operational level, as described here. Within limits set by the specific process, choices involve deciding what operation is required to carry out the process. This includes determining how the operation will be completed. By nature, data needed to make decisions are numerous and variable so reasoning is needed to develop the practical course of action within the established process. Choices are within a range of specified, acceptable standards, alternatives, and technical practices.

**Complexity** -- The nature of, and need for, analysis and judgment is patterned, as described here. Positions study technical information to determine what it means and how it fits together in order to get practical solutions to problems and tasks. Guidelines in the form of specified processes, techniques, and methods exist for most situations. Judgment is needed in locating and selecting the most appropriate of these guidelines which may change for varying circumstances as the task is repeated. This selection and interpretation of guidelines involves choosing from alternatives where all are correct but one is better than another depending on the given circumstances of the situation.

**Purpose of Contact** -- Regular work contacts with others outside the supervisory chain, regardless of the method of communication, are for the purpose of any of the following:

Exchanging or collecting information with contacts. This involves giving learned information that is readily understandable by the recipient or collecting factual information in order to solve factual problems, errors, or complaints.

Detecting, discovering, exposing information, problems, violations or failures by interviewing or investigating where the issues or results of the contact are not known ahead of time.

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Advising, counseling, or guiding the direction taken to resolve complaints or problems and influence or correct actions or behaviors.

**Line/Staff Authority** -- The direct field of influence the work of a position has on the organization is as an individual contributor or unit supervisor. The individual contributor may explain work processes and train others. The individual contributor may serve as a resource or guide by advising others on how to use processes within a system or as a member of a collaborative problem-solving team.

**OR**

The unit supervisor is accountable, including signature authority, for actions and decisions that directly impact pay, status, and tenure of three or more full-time equivalent positions. At least one of the subordinate positions must be in the same series or at a comparable conceptual level. The elements of formal supervision must include providing documentation to support recommended corrective and disciplinary actions, signing performance plans and appraisals, and resolving informal grievances. Positions start the hiring process, interview applicants, and recommend hire, promotion, or transfer.

**DINING SERVICES IV**

**D8C4XX**

**CONCEPT OF CLASS**

This class describes the production work leader. Work leaders exercise some control over the continual work product of others. This class differs from the Dining Services III level on Line/Staff Authority.

**FACTORS**

**Allocation must be based on meeting all of the four factors as described below.**

**Decision Making** -- The decisions regularly made are at the operational level, as described here. Within limits set by the specific process, choices involve deciding what operation is required to carry out the process. This includes determining how the operation will be completed. By nature, data needed to make decisions are numerous and variable so reasoning is needed to develop the practical course of action within the established process. Choices are within a range of specified, acceptable standards, alternatives, and technical practices.

**Complexity** -- The nature of, and need for, analysis and judgment is patterned, as described here. Positions study technical information to determine what it means and how it fits together in order to get practical solutions to problems and tasks. Guidelines in the form of specified processes, techniques, and methods exist for most situations. Judgment is needed in locating and selecting the most appropriate of these guidelines which may change for varying circumstances as the task is repeated. This selection and interpretation of guidelines involves choosing from alternatives where all are correct but one is better than another depending on the given circumstances of the situation.

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**Purpose of Contact** -- Regular work contacts with others outside the supervisory chain, regardless of the method of communication, are for the purpose of any of the following:

Exchanging or collecting information with contacts. This involves giving learned information that is readily understandable by the recipient or collecting factual information in order to solve factual problems, errors, or complaints.

Detecting, discovering, exposing information, problems, violations or failures by interviewing or investigating where the issues or results of the contact are not known ahead of time.

Advising, counseling, or guiding the direction taken to resolve complaints or problems and influence or correct actions or behaviors.

**Line/Staff Authority** -- The direct field of influence the work of a position has on the organization is as a work leader. The work leader is partially accountable for the work product of two or more full-time equivalent positions, including timeliness, correctness, and soundness. At least one of the subordinate positions must be at the Dining Services III level or at a comparable conceptual level. Typical elements of direct control over other positions by a work leader include assigning tasks, monitoring progress and workflow, checking the product, scheduling work, and establishing work standards. The work leader provides input into supervisory decisions made at higher levels, including signing leave requests and approving work hours. This level may include positions performing supervisory elements that do not fully meet the criteria for the next level in this factor.

## **DINING SERVICES V**

**D8C5XX**

### **CONCEPT OF CLASS**

This class describes the production supervisor. Supervisors exercise direct, formal control over assigned staff. Work includes accountability for actions and decisions impacting the pay, status, and tenure of others and for determining operations to accomplish the work. This class differs from the Dining Services IV on Line/Staff Authority.

### **FACTORS**

**Allocation must be based on meeting all of the four factors as described below.**

**Decision Making** -- The decisions regularly made are at the operational level, as described here. Within limits set by the specific process, choices involve deciding what operation is required to carry out the process. This includes determining how the operation will be completed. By nature, data needed to make decisions are numerous and variable so reasoning is needed to develop the practical course of action within the established process. Choices are within a range of specified, acceptable standards, alternatives, and technical practices as defined by the process.

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**Complexity** -- The nature of, and need for, analysis and judgment is patterned, as described here. Positions study information to determine what it means and how it fits together in order to get practical solutions to problems and tasks. Guidelines in the form of specified processes, techniques, and methods exist for most situations. Judgment is needed in locating and selecting the most appropriate of these guidelines which may change for varying circumstances as the task is repeated. This selection and interpretation of guidelines involves choosing from alternatives where all are correct but one is better than another depending on the given circumstances of the situation.

**Purpose of Contact** -- Regular work contacts with others outside the supervisory chain, regardless of the method of communication, are for the purpose of exchanging or collecting information with contacts. This involves giving learned information that is readily understandable by the recipient or collecting factual information in order to solve factual problems, errors, or complaints.

**Line/Staff Authority** -- The direct field of influence the work of a position has on the organization is as a unit supervisor. The unit supervisor is accountable, including signature authority, for actions and decisions that directly impact the pay, status, and tenure of three or more full-time equivalent positions. At least one of the subordinate positions must be at the level of Dining Services III or at a comparable conceptual level. The elements of formal supervision must include providing documentation to support recommended corrective and disciplinary actions, signing performance plans and appraisals, and resolving information grievances. Positions start the hiring process, interview applicants, and recommend hire, promotion, or transfer.

### **ENTRANCE REQUIREMENTS**

Minimum entry requirements and general competencies for classes in this series are contained in the State of Colorado Department of Personnel web site.

For purposes of the Americans with Disabilities Act, the essential functions of specific positions are identified in the position description questionnaires and job analyses.

### **CLASS SERIES HISTORY**

Effective 7/1/00 (LLB). Baker I - III (D5A1-3) and Meatcutter I - II (D5G1-2) abolished as part of the LTC consolidation study. Draft published 3/31/99, proposed 5/24/99, and final 7/1/99.

Effective 7/1/99 (LLB). LTC consolidation study consolidated Food Service Worker I - III (D5D2-4), Baker ( D5A1-3), Cook (D5B1-3), and Meatcutter (D5G1-2). Draft published 3/31/99 and proposed 5/24/99.

Revised 9/1/88. Changed class code and knowledge, skills, and abilities for Meatcutters (A9076-A9078).

Revised 9/1/88. Changed class code and entrance requirements for Food Service Worker (A9050-A9052), Food Service Diet Aide (A9054), Food Service Utility Worker (A9056), Supervising Food Service Worker (A9058), Baker's Helper (A9068), Baker I through III (A9070-A9074).

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Created 1/1/75. Food Service Worker (A9050-A9052), Food Service Diet Aide (A9054), Food Service Utility Worker (9056), Supervising Food Service Worker (A9058), Baker's Helper (A9068), Baker I through III (A9070-9074), Meatcutter I and II (A9076-A9078).

**SUMMARY OF FACTOR RATINGS**

<b>Class Level</b>	<b>Decision Making</b>	<b>Complexity</b>	<b>Purpose of Contact</b>	<b>Line/Staff Authority</b>
Dining Services I	Defined	Prescribed	Exchange	Indiv. Contributor
Dining Services II	Defined	Patterned	Detect or Advise	Indiv. Contributor or Work Leader
Dining Services III	Operational	Patterned	Detect or Advise	Indiv. Contributor or Unit Supervisor
Dining Services IV	Operational	Patterned	Detect or Advise	Work Leader
Dining Services V	Operational	Patterned	Detect or Advise	Unit Supervisor

ISSUING AUTHORITY: Colorado Department of Personnel/General Support Services